

08/12/98

SUBJ: ELECTRONIC MAIL POLICY

1. PURPOSE. This order establishes agency-wide policy on the use of electronic mail (e-mail) systems by Federal Aviation Administration (FAA) users (e.g., employees and contractors using FAA equipment).

2. DISTRIBUTION. This order is distributed to Washington headquarters division levels, regions, and centers; a limited distribution to all field offices and facilities; and to all Information Resource Managers (IRM). It is also available electronically on the Office of Information Technology Intranet page. A copy of this policy will be furnished to all new employees during employee orientation.

3. BACKGROUND. E-mail is an established method of sharing information electronically. The creation, maintenance, use, disposition, release, and retrieval of information in an electronic format by FAA users is governed by numerous agency orders and related guidance that implements applicable public law and executive branch directives. This order helps ensure the FAA follows sound information management and automated information systems security principles in the areas of e-mail security and privacy, the permissible and appropriate uses of e-mail, and the application of the Federal Records Act (FRA) and the Freedom of Information Act (FOIA) to e-mail.

4. DEFINITIONS.

a. **Electronic mail (e-mail)** means messages sent from one person to one or more individuals or groups (including mailing list addresses) via electronic media, usually over an internal or external network (e.g., On-line services or the Internet). Messages may consist of text and/or file attachments and may be sent or received via an electronic mail application, an electronic bulletin board system, the Internet, or an intranet.

b. **FAA Organizations** include lines of business, offices, divisions, branches, regions, centers, field offices, and facilities.

c. **FAA Users** are individuals authorized to use FAA electronic information systems, including the FAA e-mail system, as part of their assigned duties in the FAA. This includes FAA employees and support contractors using FAA-supplied or contracted equipment. Non-FAA employees must be authorized by an FAA employee to use the FAA e-mail system.

d. **Records** include all books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government or in connection with the transaction of public business and preserved, or appropriate for preservation, by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

5. POLICY. All e-mail access and use by FAA users must be in support of the person's official duties and responsibilities. All information created, transmitted, received, obtained, accessed, or in any way captured electronically using FAA e-mail systems is the property of the U.S. Government.

6. RESPONSIBILITIES.

a. **FAA Organizations shall:**

(1) determine who in their organization will have access to the FAA e-mail systems. Prior to access and on a recurring basis, each organization shall provide each user with instruction on the e-mail system and familiarization with this order;

(2) appoint an administrator for the e-mail system maintained by their organization; and

(3) provide the name of the administrator(s) to AIT within 5 workdays of designating or changing the administrator.

b. **E-mail administrators shall:**

(1) efficiently and effectively manage the e-mail post office(s) assigned to them;

(2) follow e-mail administrative procedures as specified by AIT;

(3) coordinate with AIT to add, update, and delete user mailboxes;

(4) maintain system files, connectivity, bulletin boards, mailing lists, and automated directory exchanges;

(5) relay broadcast messages in accordance with the standards and guidelines established by each FAA organization's CIO; and

(6) support cc:Mobile users and coordinate with AIT to update cc:Mobile address directories.

c. **The Office of Information Technology (AIT) shall:**

(1) develop policy, procedures, and guidelines for the creation, performance, and oversight of the FAA's e-mail system;

(2) provide a central, top-level post office/hub, a master e-mail directory, and connectivity to Internet e-mail services; and

(3) supply software upgrades, electronic documentation, and administrative help desk support.

d. E-mail users shall:

(1) utilize e-mail only in support of their official duties and responsibilities;

(2) follow all rules of information security and privacy including those detailed in paragraphs 9 and 10; and

(3) identify and preserve e-mail messages that are official records.

7. FAA INTERPRETATIONS VIA E-MAIL. Official interpretations should be handled in the normal course of business pursuant to applicable directives, such as Order 1200.23, Public Availability of Information; Order 1320.1D, FAA Directives System; Order 1320.32B, DOT Directives - Clearance and Implementation; Order 1320.46, FAA Advisory Circular System; Order 1360.16, FAA Correspondence Manual; Order 1600.2D, Safeguarding Controls and Procedures for Classified National Security Information and Sensitive Unclassified Information; and DIRMM DOT H 1350.2, Electronic Mail.

8. RECORDS MANAGEMENT.

a. All Government employees and contractors are required by law to make and preserve records containing evidence of the organization, functions, policies, decisions, procedures, and essential transactions of the agency. These records must be properly maintained and preserved as prescribed in Order 1350.14A, Records Management. This can include e-mail messages located in inboxes, message logs, archives, bulletin boards, and folders.

b. Any electronic materials, which are determined to be records, shall be disposed of in compliance with the General Records Schedules as published by the National Archives and Records Administration or FAA specific Archivist-approved records schedule, such as Order 1350.15, Records Organization, Transfer, and Destruction Standards.

c. Users may purge or delete e-mail and attachments that are official FAA records after printing and storing or properly electronically storing in approved official records systems. (The FAA e-mail system is not an approved official records system.)

9. SECURITY.

a. **Classified Information.** E-mail shall not be used for the creation, storage, processing, or transmission of any classified information.

b. **Privacy/Confidentiality.** The contents of U.S. Government-owned and/or funded electronic information systems including e-mail are the property of the U.S. Government and may be subject to audit and inspection. **No FAA user has the expectation of personal privacy or ownership using any FAA electronic information or communication equipment.**

c. **Unauthorized Access.** Unauthorized access includes, but is not limited to, access beyond an individual's authorization limits and accessing the contents of another individual's (or group's) e-mail. Unauthorized access of an FAA user's e-mail is prohibited by Order 1600.54B, FAA Automated Information Systems Security Handbook.

d. **Sensitive Information.** Information which must be protected against unauthorized disclosure, such as that required by the Trade Secrets Act, the Privacy Act, or 14 CFR, Part 107, et. al., may not be transmitted outside the FAA e-mail system.

10. PRIVACY ACT. The use of e-mail to transfer information covered under the Privacy Act should not be done, as this leaves that information extremely vulnerable to inadvertent or improper disclosure. The transfer of Privacy Act information in the body of an e-mail, or the attachment of a Privacy Act record to an e-mail, allows that information to be forwarded to other, possibly unauthorized personnel, or to be printed and left visible for unauthorized personnel to see. Refer to Order 1280.1, Protecting Privacy of Information About Individuals, for further information on the Privacy Act.

11. FREEDOM OF INFORMATION ACT (FOIA). E-mail messages and attachments are subject to FOIA requests. Under the FOIA, users and system administrators are obligated to conduct a reasonable search of all FAA information and records, including electronic data that could be responsive to the request. Searches of these electronic files are pursued to the same extent that such searches would be pursued in general hard copy files. Refer to Order 1200.23, Public Availability of Information, for further information on FOIA.

12. REQUESTS FOR INFORMATION. Information requests concerning this electronic mail policy may be addressed to the Office of Information Technology, Corporate Information Resources Management Division, AIT-100.



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